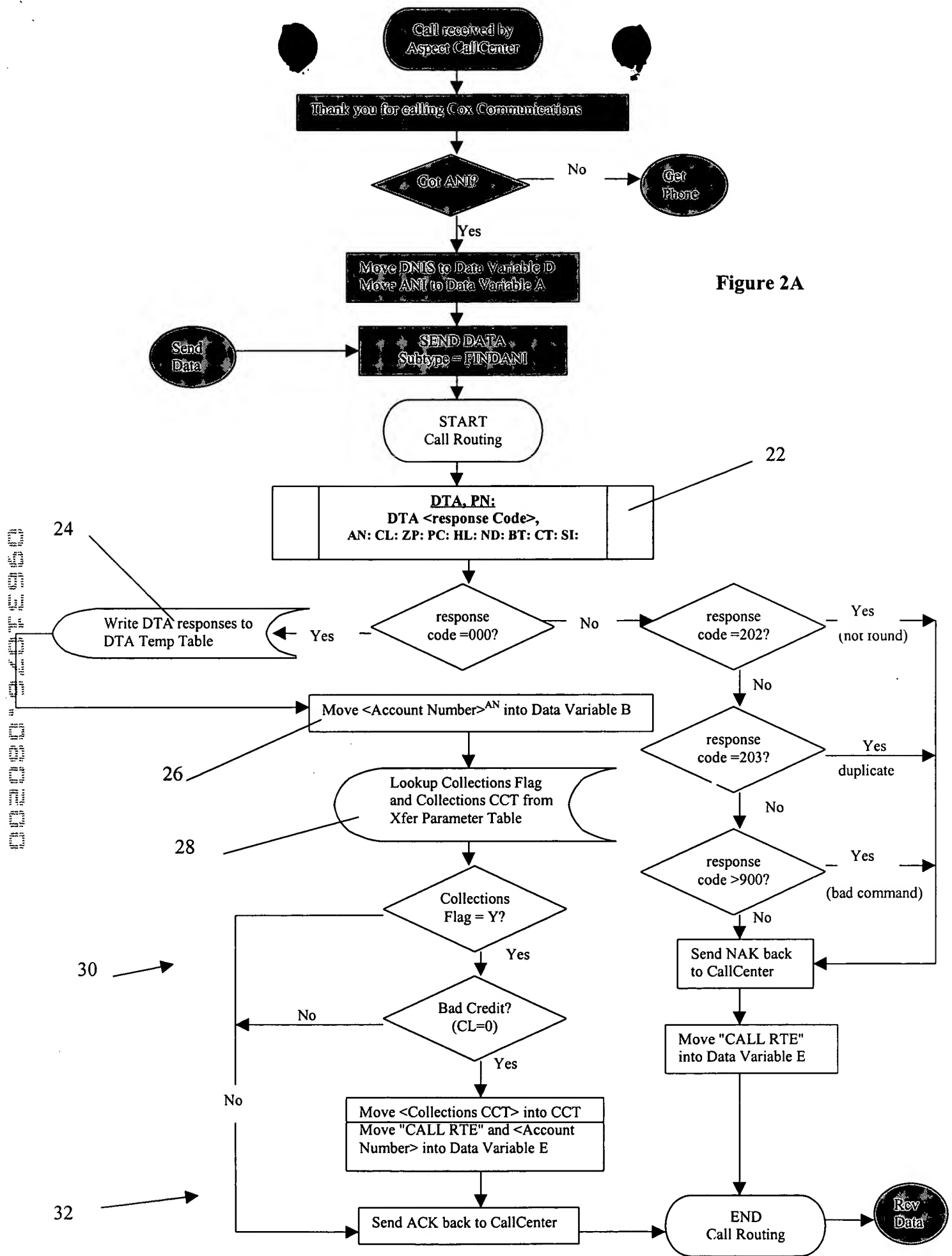


[illegible]



002030"240E50

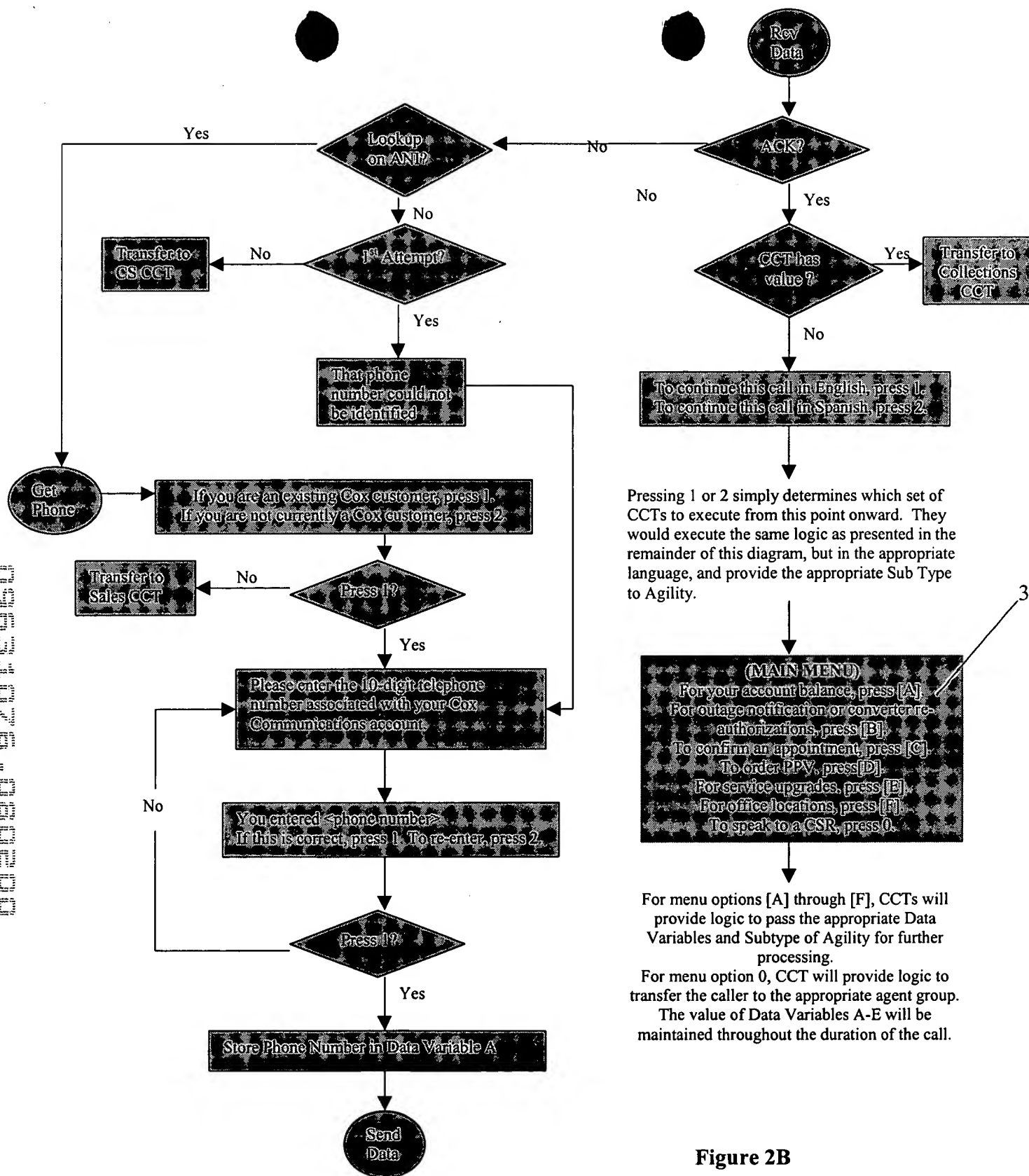
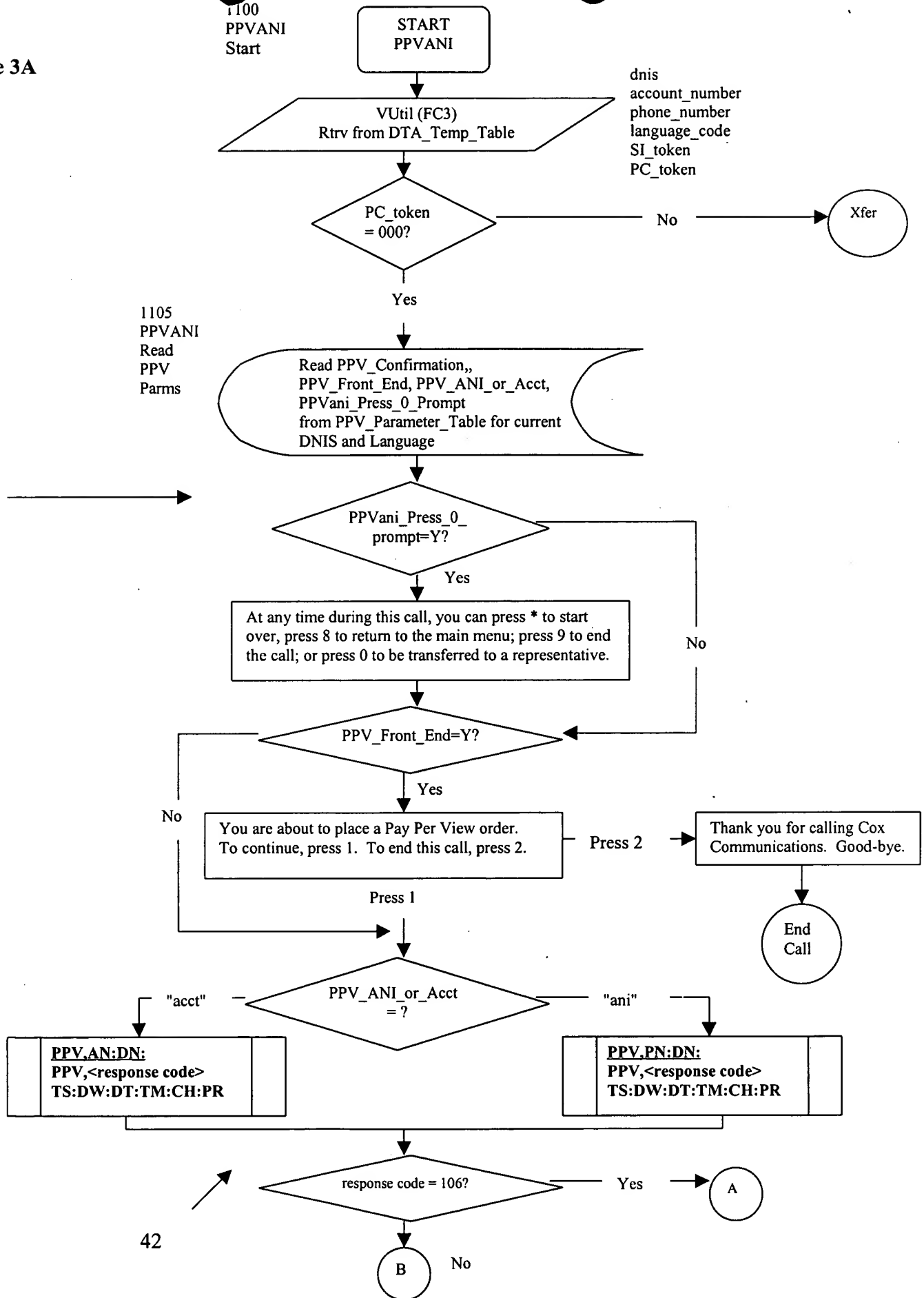
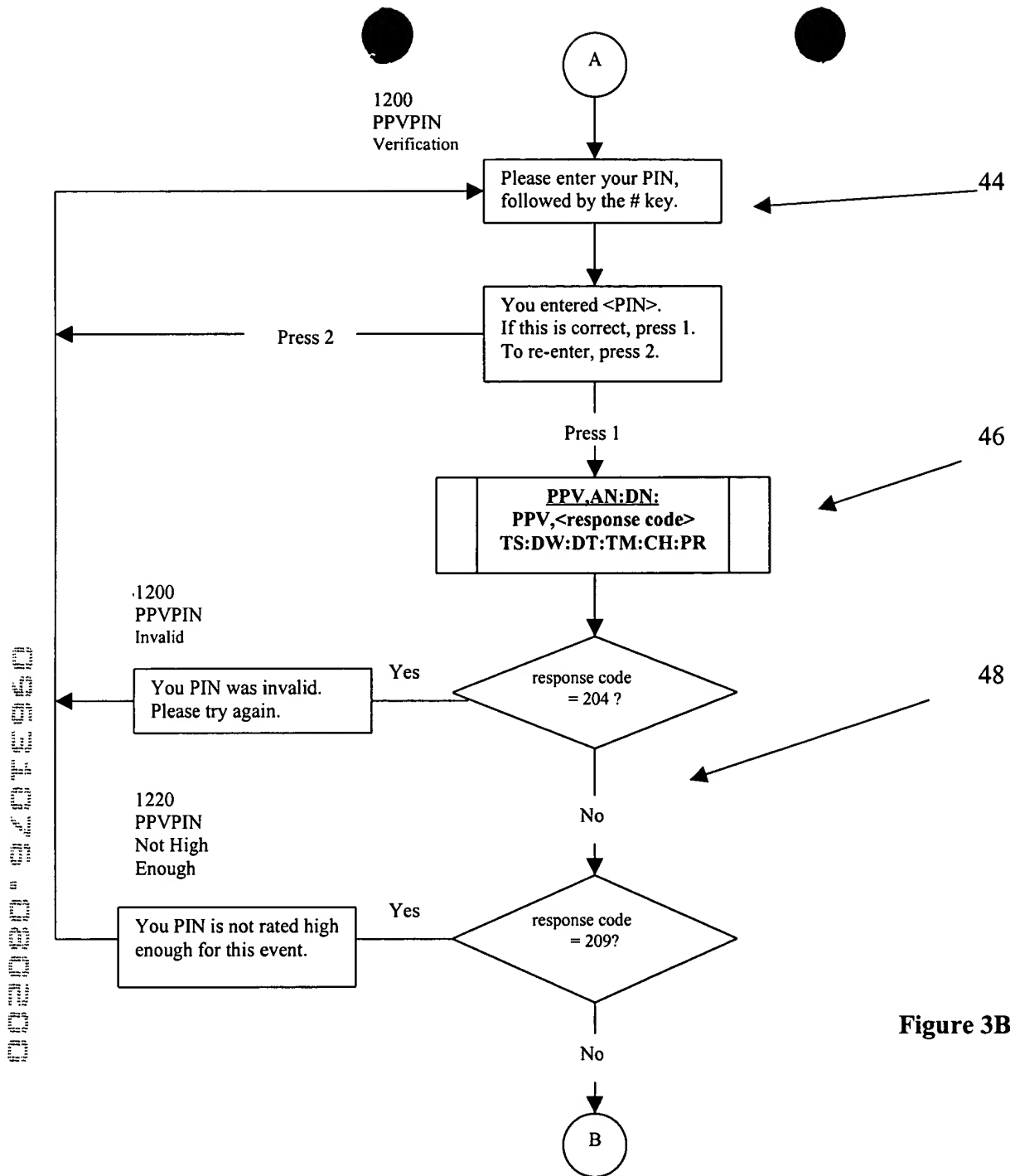
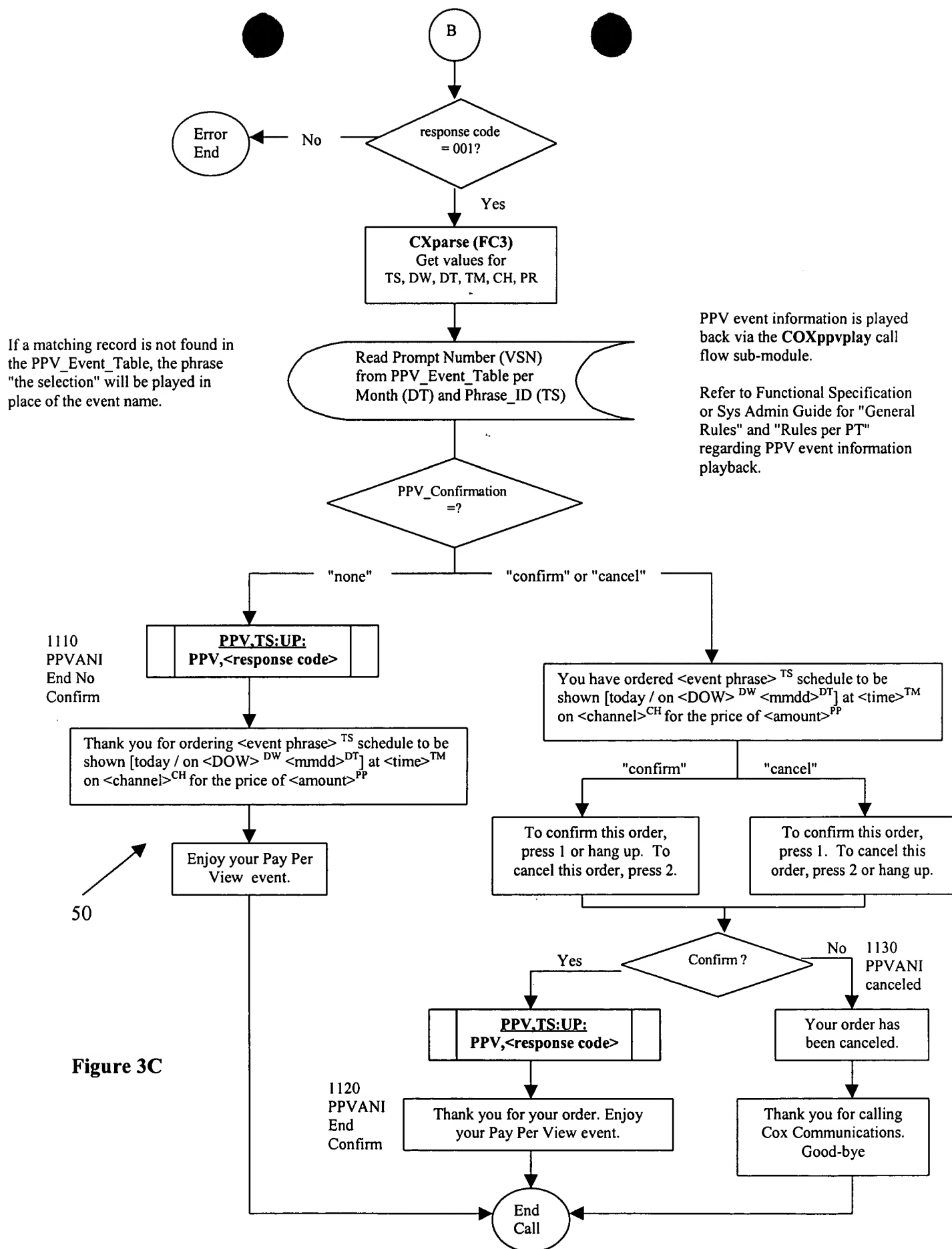


Figure 2B

Figure 3A







1300
PPVMENU
Start

START
PPVMENU

VUtil (FC3)
Rtrv from DTA_Temp_Table

dnis
account_number
language_code
SI_token
PC_token

PC_token
= 000?

No

Xfer

1310
PPVMENU
Not PPV Capable

1320
PPVMENU
Read PPV
Parms

Get PPV_Menu_1.5, PPV_Prompt_1.5, PPV_Quantity_1.5,
PPV_Menu_Method, PPV_Adult_Flag, PPV_Adult_Rating,
PPV Confirmation, PPV_Extra_Option_Flag,
PPVmenu_Press_0_prompt, and PVI_Disable_Pricefrom
PPV_Parameter_Table for current DNIS and Language

52

PPVmenu_Press_
0_prompt=Y?

Yes

At any time during this call, you can press * to start
over, press 8 to return to the main menu; press 9 to end
the call; or press 0 to be transferred to a representative.

No

Customized menu of PPV
categories based on
PPV_Prompt_1-5 values.

A

54

To review <PPV_Prompt_X>,
press <X>.

Loop PPV_Prompt_1
through PPV_Prompt_5,
or until null value is reached,
then repeat entire menu.

Increment X.

Select ?

No

Yes

Select Adult?

No

56

PIN, AN:
PIN, <response code>
RT: RV:

response code
= 106?

No

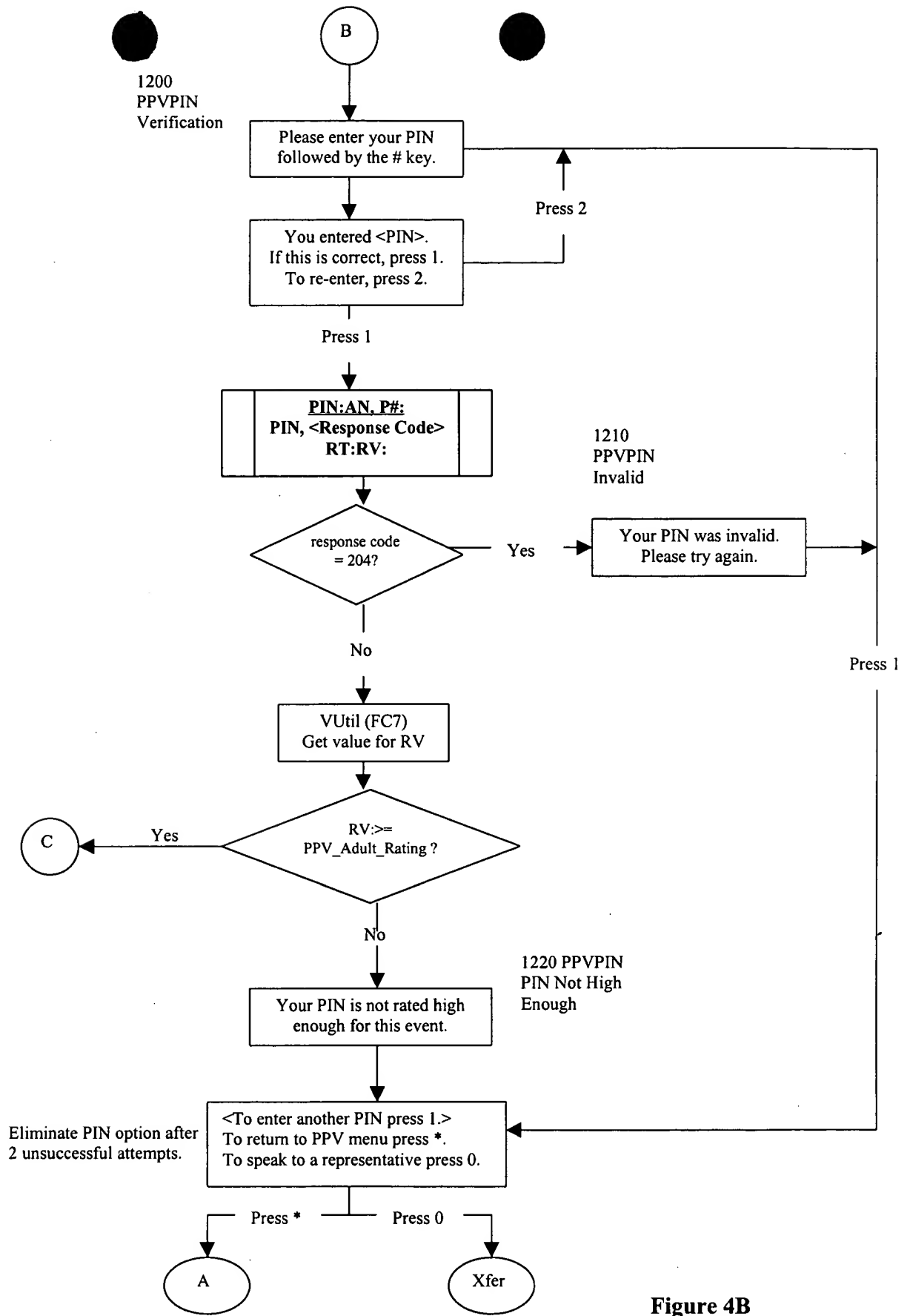
C

Yes

B

Figure 4A

1200
PPVPIN
Verification



Eliminate PIN option after
2 unsuccessful attempts.

1210
PPVPIN
Invalid

1220 PPVPIN
PIN Not High
Enough

Figure 4B

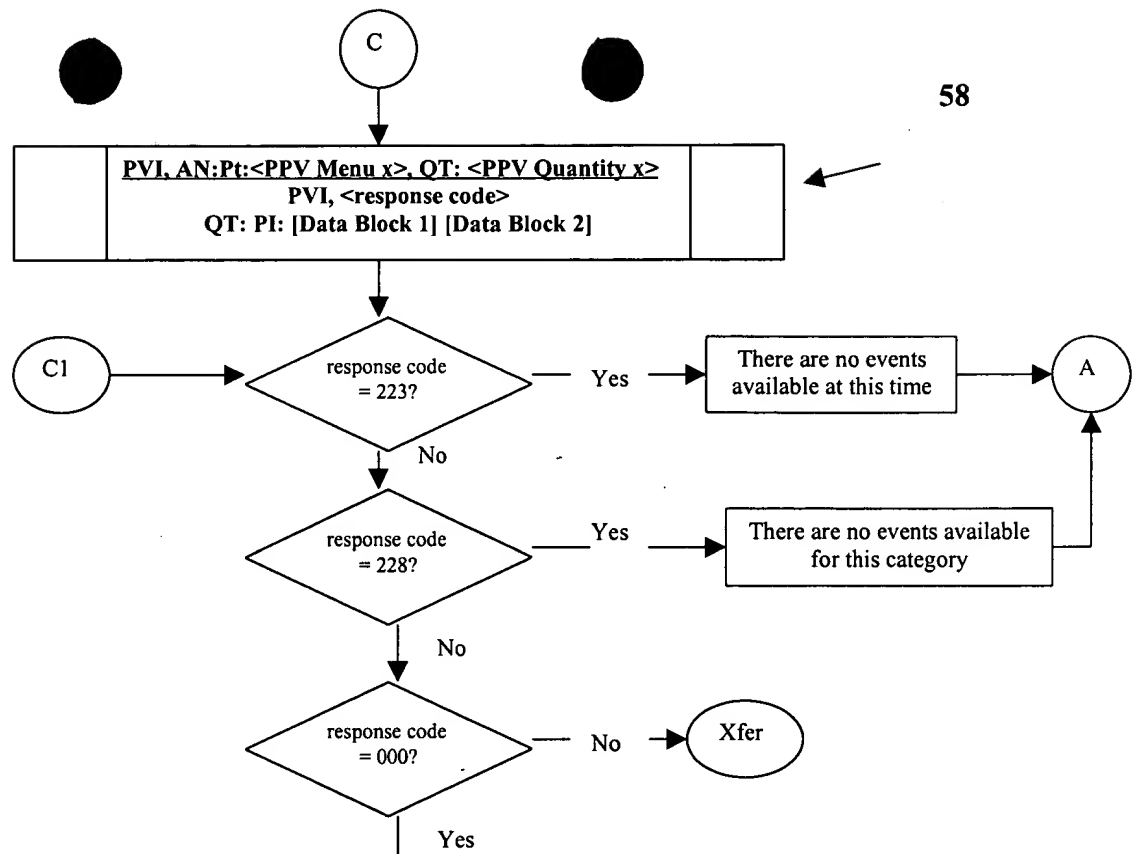
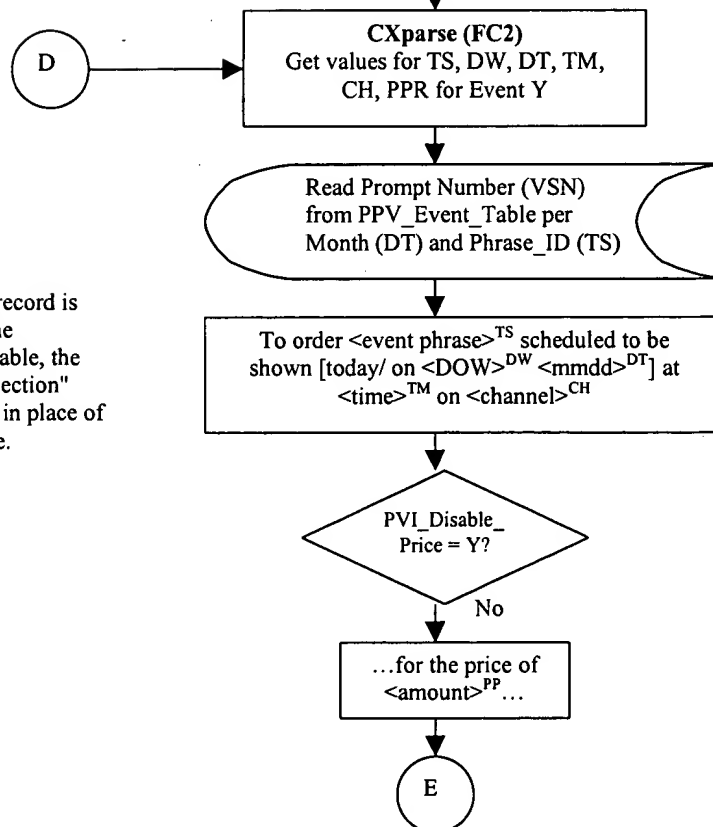


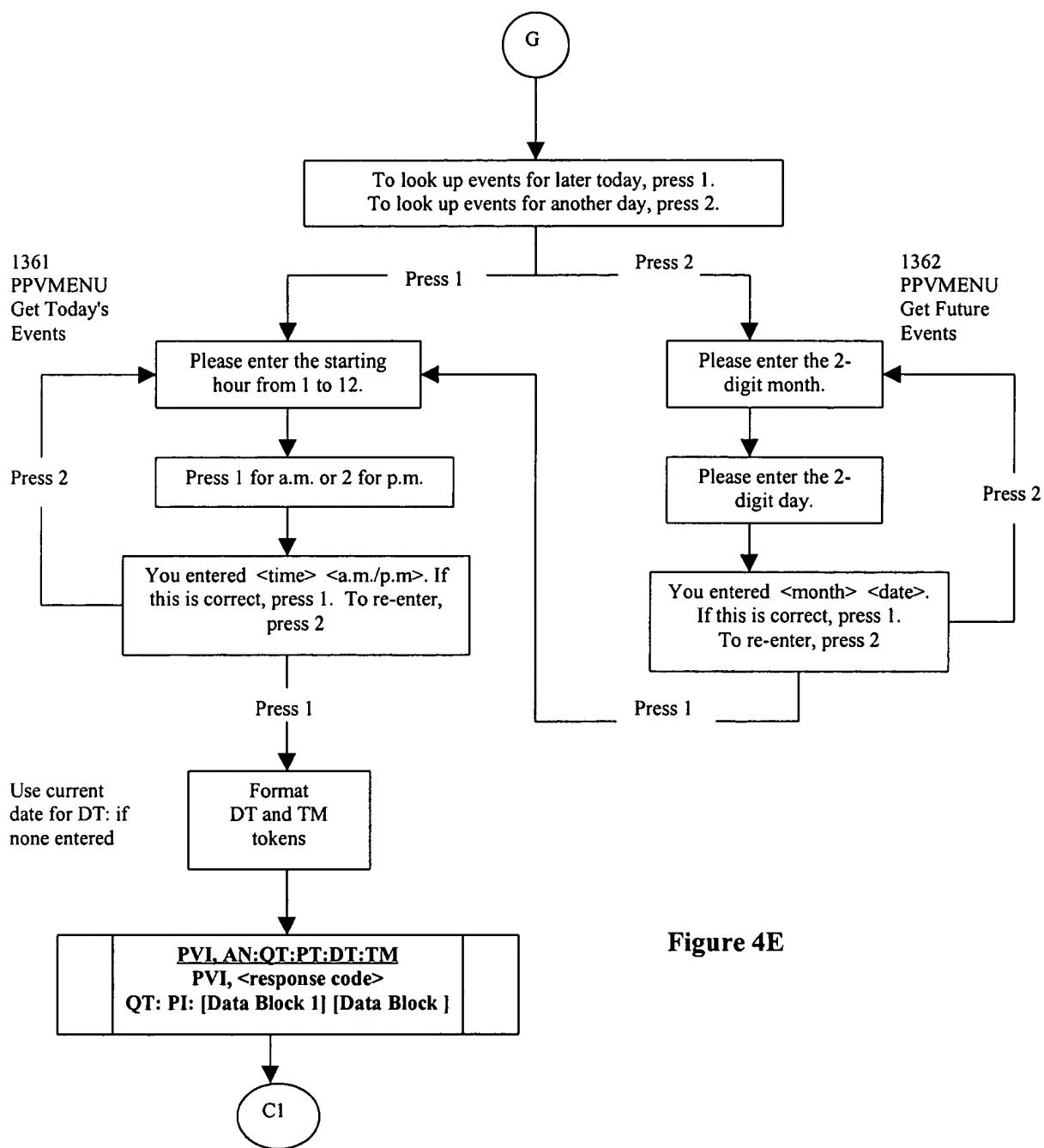
Figure 4C



If a matching record is not found in the PPV_Event_Table, the phrase "the selection" will be played in place of the event name.

PPV event information is played back via the COXppvplay call flow sub-module.

Refer to Functional Specification or Sys Admin Guide for "General Rules" and "Rules per PT" regarding PPV event information playback.



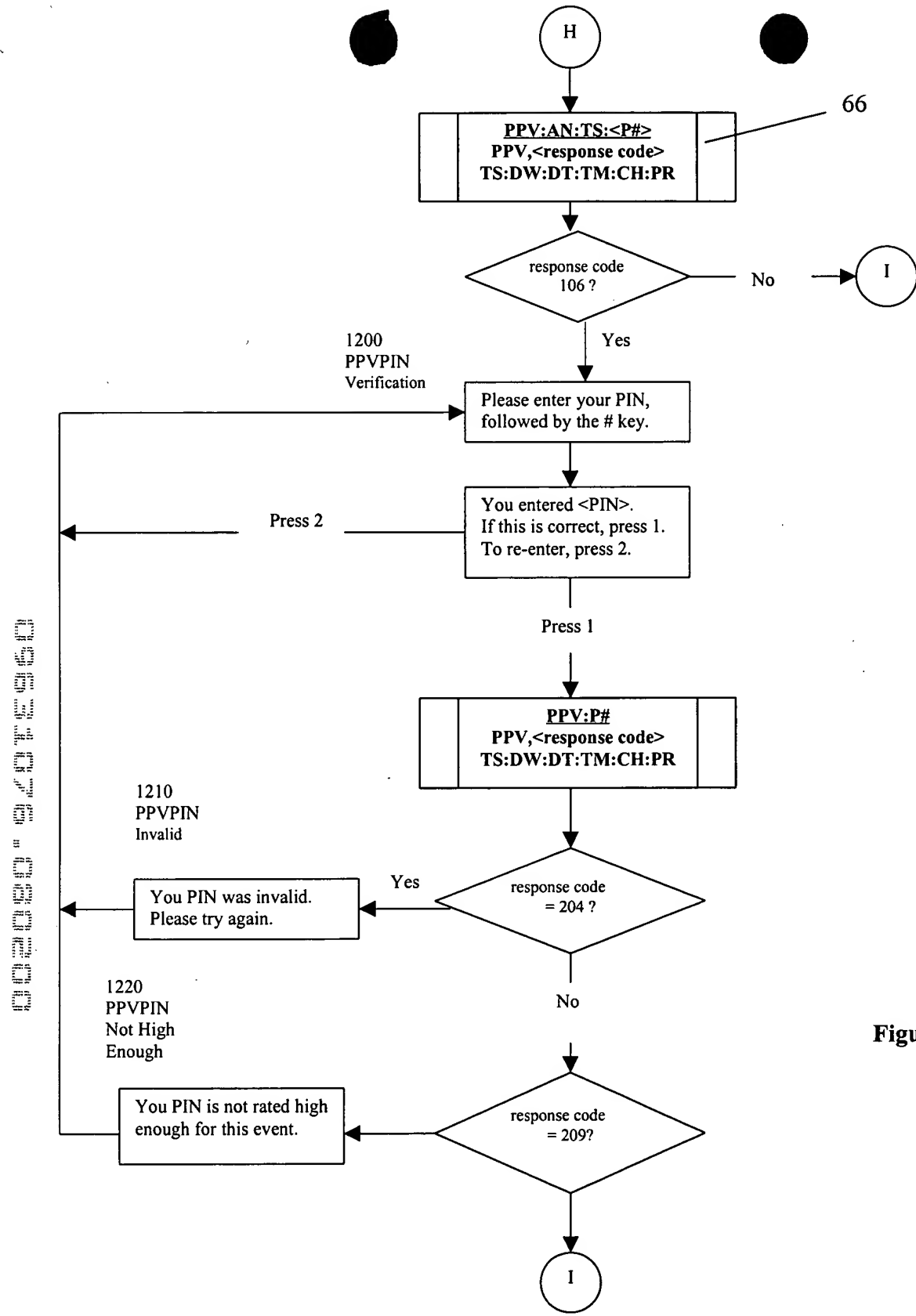


Figure 4F

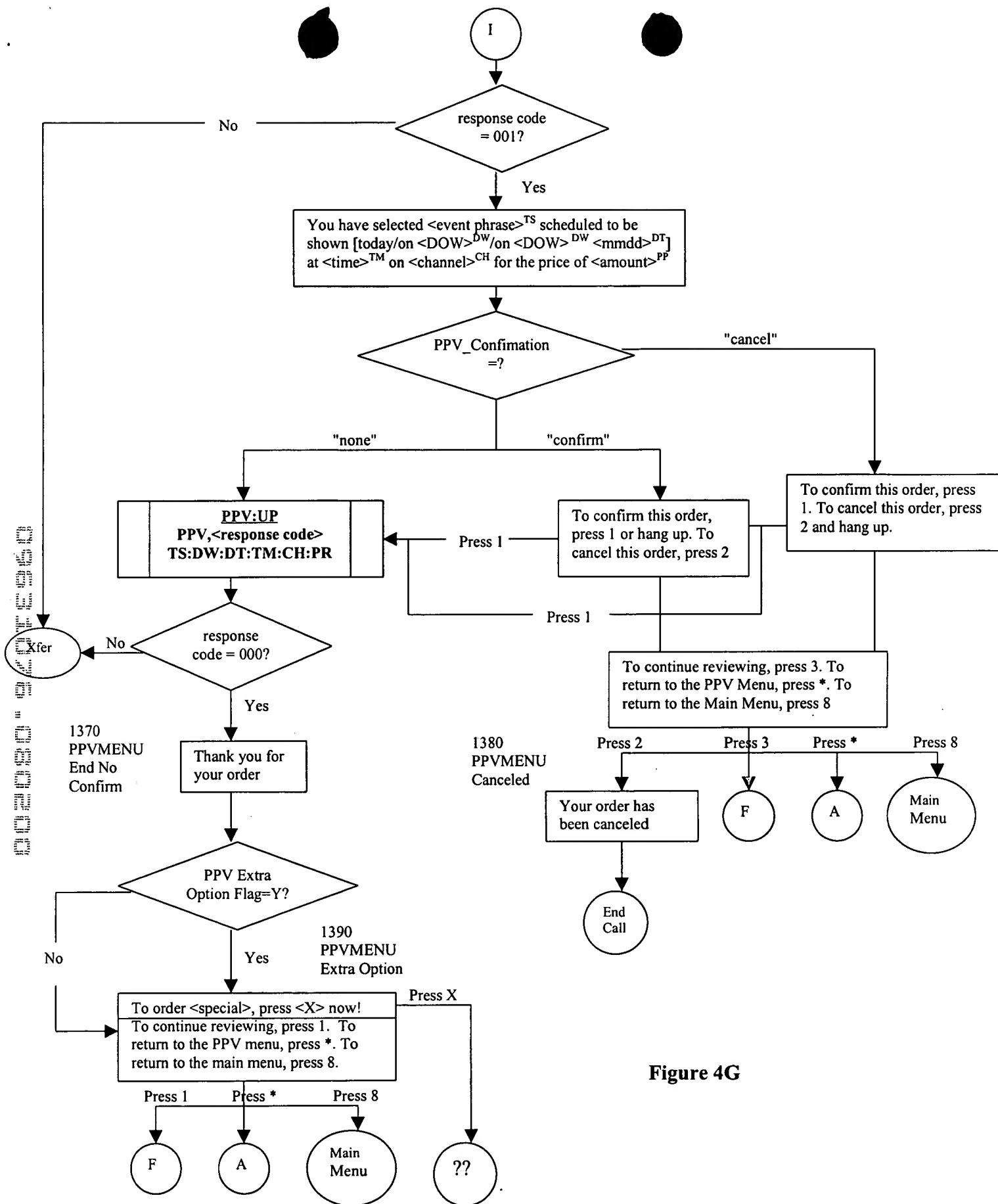
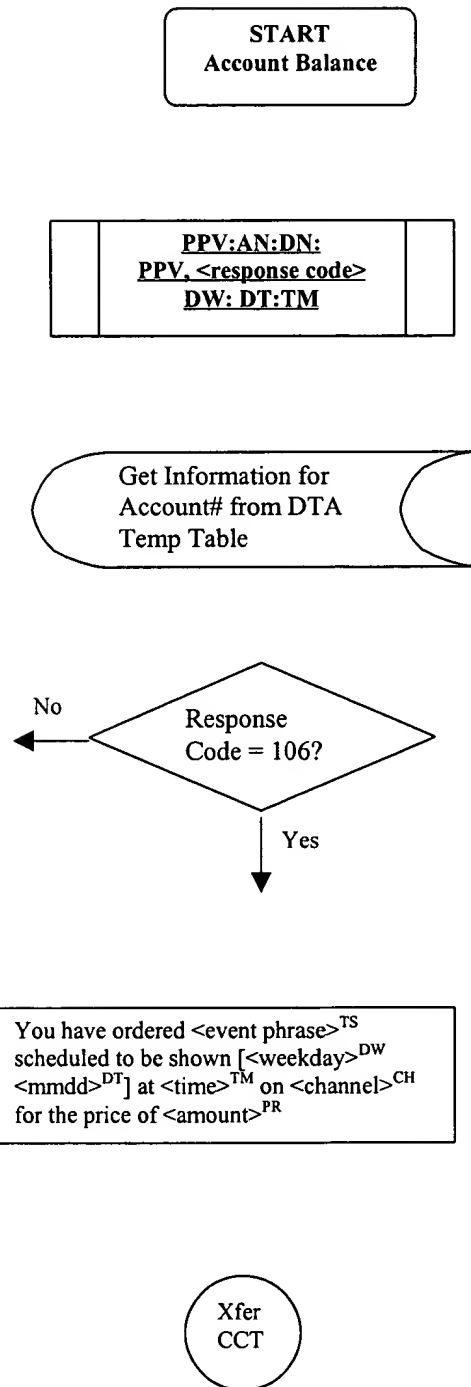


Figure 4G

Figure 5



Caller Flowchart Legend

Start/End

Indicates the starting or ending point of an application or sub-process.

DATA SERVER Transactions

Top line (bold, italics, underlined) represents transaction tokens sent from IVR to data server.

Bottom lines (bold) represents response code and transaction tokens returned from data server to IVR.

Database Access

Indicates table being accessed, search criteria, and being retrieved.

Decision Points

Indicate a branch in logic based on evaluation of some criteria. Text in the arrows will indicate decision path criteria.

Spoken Phrases

Text in italics is prerecorded and static.

Text in <brackets> is variable, based on data returned from data server.

Superscript value next to variable data indicates the data server token containing the response.

Connector

Indicates a connection to another page or another point in the flowchart.